

# QUALITY – access to success, nr. 9/2009

## INFO/EVENT

- *Why we need European Standards – Instruments of Standardization for SMEs (ISIMM)*

## QUALITY MANAGEMENT

- Gheorghe Basanu, Nicolae Ovidiu Voinea, *Methods and Practices to enhance Quality and Efficiency in the Sale of Insurance Products*

Disposal of high quality services and products ensures efficient work and success in business to the providers. In terms of using effective methods and techniques the organizations can ensure success in their domain of activity and thus they can ensure a greater visibility rated to the competition, either by the offered products or by their quality. This paper-work briefly presents some efficient sale methods and practices, used in the insurance domain; by their usage can be obtained advantages with direct consequences on the turnover profitability of the specific activity.

- Daniela Lidia Roman, *Deming Model and Public Finance (II) Sequential Processes of Quality from Public Services Area*

Modern state development is concerning about quality, efficiency and legitimacy of settlements. As like another areas, public administration, public services area is confronting with a certain surrounding, with a certain cultural, economical conditions, so that quality of services is not the expected one.

In this paper is presented hereinafter sequential evolution of quality according to Deming Model on macro economical level for one of public service from public finance area namely, especially one, appreciated by us, „prevent and combat of fiscal evasion“, that wasn't discussed in this mean in specialty literature.

Growth of display of fiscal avoid at absolute majority of taxes, decreasing of budgetary incomes determined by this, appreciate that could be limited through measures who results from special, public service analyzed by way Total Management of Quality, respective by way Deming Model.

- Firica Popa, *ISO 9001:2008, a Challenge for Organizations that wish to obtain Performance (III). Submission of Application Changes to ISO 9001:2008*

2008 version of ISO 9001, although not introduce new requirements, clarify existing requirements of the old standard, the author trying, over several articles from the journal, to highlight the main approaches of the ISO 9001:2000 version, followed by a point amendments of the new version of the standard. In this part, the author presents the changes and recommendations for implementation of the standard chapter 7. After the event, where no changes, but the implementation is influenced by changes made by ISO 9001:2008, will make recommendations for implementation.

- Gabriel I. Nastase, Dragos Ionut Nastase, *Promote Quality Training the European Qualifications Framework*

The evolution of the formation, occupation, unemployment, and inactivity phenomena represents one of the most important preoccupations of Romanian Government. By its quality of bivalent institution, having both the role of national authority for qualifications and of consultative body for the substantiation and promotion of adults' professional formation policies and strategies, the CNFPA (National Council for Adult Vocational Training) coordinates and controls at national level specific activities deployed by similar European institutions.

- Irina Purcarea, Monica Paula Ratiu, *Total Quality Management Implementation in the Small and Medium Enterprises acting in the Tourism*

This paper analyzes the implementation of total quality management (TQM) in small and medium enterprises in the hospitality industry. In the first part of the paper, the

relationship between quality management and the increase of tourism' products and destinations competitiveness is discussed, sustaining the idea of a clear quality policy elaboration that aims to improve the processes involved in the tourism offer creation. In the second part of the paper, some models of TQM are analyzed, models that can be implemented in the small and medium enterprises in the hospitality industry, starting with the identification of the main success factors for efficient implementation of TQM in tourism.

## **ENVIRONMENTAL MANAGEMENT**

- Ion Dobre, Cristina Popa, *Valuation Potential of Unconventional Energy Resources*

The immediate and mid-term satisfaction of energy demand embodies the strategic objective of energy sector. Competition for natural resources will be aggravated by environmental constraints, continuous growth of energy needs. On mid-term, renewable energy sources cannot be regarded as a total alternative for conventional resources, but because of their advantages they should be used in parallel with fossil fuels and nuclear energy. Valuation of renewable energy resources represent a viable option and could contribute to mitigate climate change, lower ecological risks generated by energy production's environmental impact, and improve the security of energy supply.

- Florina Bran, *Maintaining Environmental Quality by Environmental Policy Tools*

In present, ecological disequilibrium caused by intense natural resources exploitation impose the necessity to conduct an environment policy based on environment protection and improvement of its quality, public health protection, prudent and rational natural resources use, international promotion of measures regarding environment problems. Global dimension of these justify our empirical investigation regarding the instruments of environment policy based on a comparative study on European Union member states.

## **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- Gabriel Babut, Roland Moraru, *Critical Analysis concerning the Transposition into National and European Union State Members Legislations of the Obligations regarding the Risk Assessment issued from 89/391/EEC Directive (II)*

Since the enactment of 89/391/EEC Directive, risk assessment became an informal concept in working place preventive management, a great deal of economic organizations performing their risk assessments on regular basis. The manner in which each member state of the European Union transposed in his own national legislation the requirements related to this issue are differing both as it concerns its content and the practical implementation patterns. In this view, the paper aims carry out a detailed analysis of the ways in which the risk assessment requirement contained in 89/391/CEE Directive was taken over and transposed in legislation of the member states. The critical analysis was structured on seven main directions: assessed risk type, actors involved in risk assessment, risk assessment formality/documenting modes, connections between risk assessment and the preventive and protective plan, periodicity of the risk assessment approach, sanctionary regime in the risk assessment field and the perception of risk assessment obligation by enterprises within the European Union. The conclusions and observations issued from the analysis can be employed in improving the national legislation framework in the field of occupational health and safety, allowing the development of new instruments directed towards its easier implementation in Romanian enterprises, particularly in the small and medium ones.

## **KNOWLEDGE SOCIETY**

- Florin Ionita, *Deciding the next Step of Information System Automation: a Technological or a Socio-Cultural Matter? (II)*

In the last eight years, in Romania and in all the states which recently adhered or planned to adhere to the European Union it occurred a large, and, in some cases, sudden concern for automating parts of Management Information Systems in different

organizations. The European Union financed, by both preadheration instruments and structural funds, a multitude of projects, waiting for spectacular results. Unfortunately, quite many of these projects, concerning usage of IT&C in companies and public institutions were not confirming the confidence and, what is, in our opinion, even worse, precious years have passed without bringing the expected upgrade of the quality of services to the level reached by the developed countries. This paper focuses on identifying ways to decide if automating or upgrading of information systems is opportune and at which level, as well as finding a proper balance between the level of the technology and real needs and capabilities of the organization.

## **ACADEMICA**

- George Moldoveanu, *Processing Rate. An Essential Vector of the Organizational System*

The paper proposes the analysis and operation of a poorly defined concept in economic practice and literature, with implications for the organization's objectives. The correlation of the requirements with any available reserves in each period and structural links represents the key of obtaining the rate and using of organizational resources. Obtaining the desired rate, in relation to the demand, requires the use of a system of methods, such as JIT, TQM, Lean, Six Sigma, TCR, etc., which can ensure the elimination of any „obstacle“ for the fluidity of the processes. One way of „assimilating the rate“ is also the analysis of the rational biological system, with its level unequaled by the artificial systems.

## **MANAGER'S LIBRARY**

- ASRO, *Preventing Theft and Unauthorized Modification of Electronic Data with new ISO/IEC Standard*
- ASRO, *New ISO/IEC Standard gives Overview of Information Security Management Systems*